

701 Jacobs Lane
Freeburg, Illinois 62243-1820
November 15, 2007

Re: Nov. 7, 2007, Rebuttal Testimony of Arthur L. Monroe
ICC Docket No. 07-0346

Mr. Matthew R. Tomc
Associate General Counsel
AmerenIP
One Ameren Plaza
1901 Chouteau Avenue
Post Office Box 66149
St. Louis, Missouri 63166-6149

ILLINOIS
COMMERCE COMMISSION
2007 NOV 19 P 1:02
CHIEF CLERK'S OFFICE

Dear Mr. Tomc:

Please refer to my letter of October 11, 2007, concerning the actual events of April 12, 2007. The young man who did the test, the truck in which he arrived at my home, the conversation we had regarding the test and Ameren's outsourcing of this task – all these facts are true.

I had expected to see an Ameren truck, but I had *absolutely no* reason to question or doubt what the young man told me. Had I realized at the time that this would be an issue, I would have gotten his name, the license number of his truck, and other pertinent information.

I did look carefully at the box he set on the driveway as he did the test. It was different from the one used by the Ameren employees during the test of September 18, 2007, and the connections he made to the meter were different. During that test, the box containing the testing dials was set on the planter wall below the meter so the tester could look directly into the box – this also made it difficult for anyone else to look into the box as he stood directly in front of the box most of the time. During the April 12th test, I sat down on the driveway next to the box in order to see what was happening – until the young man told me I could use some free electricity as anything used during the test would not register on my meter as usage. I then went into the house to do a dab or ironing, but did not feel right about doing it so after several minutes turned off the iron and went back outside.

I do know that none of the men who were here on September 18 was the young man who did the test on April 12th. I think the fact that he was not an Ameren

employee made me uncomfortable. When I got outside again, he told me I still had time to use free electricity. I thanked him but told him I would rather watch what he was doing. I wondered if he were really competent – and did think that he should *not* have told me I could use the power without being charged for it.

My meter is normally read about the 20th of each month. After remembering the name on the truck here on April 12th, I called that company (JF Electrical, Inc. at 100 Lakefront Parkway in Edwardsville, IL, 618-797-5353). The person with whom I talked told me the company had only the usage reading and that I could get the rest of the information by calling Ameren directly. She gave me the reading that she had. As I have been keeping an almost daily record of my meter readings, I went to that list...and *sure enough* the reading that she gave me was very close to the number of KWHs that I had recorded that day. *As the twelfth of the month is not the normal reading date for my meter, why would JF Electrical have a meter reading for that date if one of their employees had not been at my house doing the test on that date?*

In Mr. Monroe's rebuttal testimony he says that he "empathizes" with my frustration over this situation – that AmerenIP is not responsible for consumption of electricity behind a customer's meter. Does he think that I do not understand this! All I have ever asked for is a reasonable and logical explanation of why one elderly lady living alone can possibly use twice as much electricity as two people when the health of the now deceased husband required continuous and constant greater usage of electrical appliances in the home. And why with stringent conservation measures in place, that usage continues to grow by leaps and bounds.

Never has my original question been addressed by AmerenIP!

Very truly yours,

A handwritten signature in cursive script that reads "Carol Jacobs-Lugge". The signature is written in dark ink and is positioned above the printed name.

Carol Jacobs-Lugge

cc: Ms. Elizabeth Rolando, Chief Clerk, ICC
Judge John D. Albers, Administrative Law Judge
E-mails: AmerenIP Service List